Using Shakespeare’s Globe’s Websites

This accessibility statement applies to all websites operated by Shakespeare’s Globe, including the following domains: shakespearesglobe.com; basket.shakespearesglobe.com; player.shakespearesglobe.com; shop.shakespearesglobe.com; action.shakespearesglobe.com.

# How you should be able to use these websites

We want as many people as possible to be able to use these websites and work is continuing to fulfil this aim. You should be able to:

* Change colours, contrast levels and fonts using browser or device settings.
* Zoom in up to 400% without the text spilling off the screen.
* Navigate most of the website using just a keyboard or speech recognition software.
* Listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver).

We are also making the text on our websites as simple as possible to understand. We write in plain English and explain technical or academic terms wherever possible.

[AbilityNet(Opens in new window)](https://abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

# How accessible are our websites?

We are working to improve the accessibility of all our websites, but we know that some areas are not yet fully accessible. We know that you may encounter:

* Videos without captions or Audio Description (AD) available
* Some areas where the contrast between the text colour and background colour isn’t strong enough
* HTML and ARIA markup errors that may make using a screen reader difficult
* Some images with no alt text, and some images where the quality of the alt text is poor.
* Other issues outlined below.

# Feedback and contact information

If you have any questions, feedback, or need information on this website in a different format, please get in touch via the options below.

**E-mail:** [access@shakespearesglobe.com](mailto:access@shakespearesglobe.com)Please allow 3 working days for our Access team to get back to you.

**Phone:** [+44 (0)20 7401 9919](tel:+442074019919)The team in our Box Office are available from 10.00am – 5.00pm, Monday to Friday.

**Form:**<https://www.shakespearesglobe.com/contact-us/>Select ‘Accessibility’. Please allow 3 working days for our Access team to get back to you.

# Accessibility Statement

We are committed to making our websites accessible.

This accessibility statement applies to all of Shakespeare’s Globe’s websites, including shakespearesglobe.com, basket.shakespearesglobe.com, player.shakespearesglobe.com, and shop.shakespearesglobe.com.

## Compliance status

These websites are partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, due to the non-compliance(s) and exemptions listed below.

## Non-accessible content

The content outlined in this section has been reviewed in April 2025, and will be continually reviewed as part of our quarterly auditing program. We are continually working towards the goal of making all our content accessible.

The content listed below is non-accessible for the following reason(s):

### (a) non-compliance with the accessibility regulations

* **Form Controls, Links, and Buttons:** Some of our form controls (like buttons and text entry boxes) lack accessible names, labels, or legends, making it difficult for screen reader users to understand the purpose of these controls. Some form control elements are not accessible to keyboard-only users. Some links and buttons use non-descriptive text like 'Click Here,' making it challenging for screen reader users to understand their purpose. In order to fix these issues, we are working to ensure that we have provided unique and descriptive labels for links and buttons across the site, and we are working with external web developers to introduce accessible ARIA attributes where necessary.

This relates to WCAG 2.2. Success criterion 1.3.1 info & relationships, 4.1.2 Name, role, value, and 2.4.4 Link purpose (in context). We will resolve this by August 2026.

* **Contrast and Visibility Problems:** Some areas of our site have insufficient contrast between text, background, and borders, which can hinder readability for visually impaired users. We will adjust colours to meet minimum contrast ratios, and ensure that we have provided visible focus indicators for interactive elements. This relates to WCAG 2.2. Success criterion 1.4.3 contrast (minimum), 1.4.6 contrast (enhanced) and 1.4.11 Non-text contrast. We will resolve this by August 2026.
* **Content and Media Issues:** Some of our media content has problems with alternative text (for images), captions (for videos), and the overall structure of content. We are working to improve alt text across the site. Please see (b) disproportionate burden and (c) content that’s not within the scope of the accessibility regulations, below, for more information about our video accessibility. This relates to **WCAG 2.2. Success criterion 1.1.1 Non text content, 1.2.1 Audio-only and Video-only (prerecorded), 1.2.2 Captions (prerecorded), 1.2.3 Audio Description or Media Alternative (prerecorded) and 1.2.5 Audio Description (prerecorded).** We will resolve this by August 2026.
* **Semantic Markup and ARIA Roles:** Our sites use various non-semantic HTML elements, with missing ARIA roles. This makes it hard for assistive technologies to understand and navigate web content. We are working with web developers to improve this. This relates to WCAG 2.2 Success Criterion 1.3.1 info & relationships and 4.1.2 Name, role, value. We will resolve this by August 2026.
* **Animations:** It is not currently possible to switch off our animations. We will add an option to disable animations. This relates to WCAG 2.2. Success criterion 2.2.2 Pause, stop, hide. We will resolve this by August 2026.

* **Unclear focus order:** In places, the focus order on our site is illogical, and therefore people who use only a keyboard to navigate may have a confusing user experience. This relates to WCAG 2.2. Success criterion 1.4.3 focus order and we will resolve this by August 2026.
* **Target=\_blank:** On our website, some links open in a new tab without warning. We will ensure that all links opening in a new tab are labelled clearly. This relates to WCAG 2.2. Success criterion 3.2.5 Change on request. We will resolve this by August 2026.

### (b) disproportionate burden

* **Videos:** Many of our videos don’t have captions or audio description available. The process of adding captions and Audio Description (AD) is time-consuming and expensive. As we have such a large number of videos, we will work on to add captions and audio description over a longer period to ease budgetary and staff time pressures.
* We are exploring options to add features like captions and AD in retrospectively, and we are committed to ensuring that all new video content will be fully accessible. However, this is a sensitive process that cannot be completed quickly – we don’t want to rush it as we believe it is very important to get it right. Lots of our videos include extracts from Shakespeare, which can be very complicated to make accessible due to how unique and complicated the language can be. Some of our videos have Shakespeare translated into other languages or alphabets such as British Sign Language or Mandarin. We are currently exploring the best ways to make these fully accessible, too.
* **360 degree virtual tour:** the online virtual tour of Shakespeare’s Globe is not accessible. However, this is an unlisted page, not linked anywhere on our website, and is exclusively used by our education practitioners on outreach visits to schools. Making the virtual tour accessible would require full redevelopment of the application which would require significant financial investment. As it is only used in a controlled classroom environment where our practitioners adapt sessions to meet students' accessibility needs on a case-by-case basis, this is not a priority case for investment at this time.

### (c) content that’s not within the scope of the accessibility regulations

* **Marketing videos:** We do not currently have plans to make our marketing videos (such as teaser trailers or rehearsal videos) available with Audio Description. They are non-essential parts of our webpages. However, we are committed to ensuring that closed captions are available on every video.

## Preparation of this accessibility statement

This statement was prepared on 8 July 2025.

It has been prepared in accordance with guidance set out on the [UK government website (opens new tab)](https://www.gov.uk/government/publications/sample-accessibility-statement), and in conjunction with a full review of our website accessibility conducted by [Accessible by Design (opens new tab)](https://accessiblebydesign.co.uk/).

The statement was last updated on 12 August 2025.

# Enforcement procedure

We encourage you to contact us using the details above if you identify any compliance failures or wish to request information or content not accessible to you via our website.

If you’re not happy with how we respond to your message or complaint, [contact the Equality Advisory and Support Service (EASS).](https://www.equalityadvisoryservice.com/)